

LUCAS JOSEPH

MANAGER HR OPERATION & ACCOUNT DELIVERY

Currently managing Global HR Ops Team for IHG client, we manage employees' records during the Hire to Retire life cycle of employees in the Organization.

CONTACT



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Taluk Villupuram, Tamil Nadu, India (605755)

EDUCATION QUALIFICATION

- Received **Bachelor degree of Science** from **Bangalore University** in the year **2004**

PROFESSIONAL CERTIFICATION

- Certified **Six Sigma Green belt**
- Effective Team Management** (HP Internal certification)
- PMP** – Trained

APPLICATIONS FAMILIAR WITH

- Workday & Oracle (HR Data Management)
- ServiceNow (Process and Work Flow for Query management)
- Taleo (recruitment)
- MS Office applications

PROFESSIONAL EXPERIENCE

DXC Technology, Chennai (April 2019 - Till date)

Designation: Associate Manager HR Ops and ADM, BPS

Responsibilities:

- Managing day today operational activities (Back office and Call support).
- SLA and process documentation (eg. SOP, SOW).

Hewlett Packard, Chennai (May 2011 - 2014)

Designation: Global HR Process Improvement Lead

PREVIOUS EXPERIENCE

Hewlett Packard Enterprise, Chennai (April 2014 - March 2019)

Designation: HR/P2P Transition and Transformation Lead, BPS

Honeywell International, Bangalore (Oct 2006 - Apr 2011)

Designation: Team Manager - Global HR Operations

Infosys BPO, Bangalore (Nov 2004 - Oct 2006)

Designation: HR Process Analyst

HIGHLIGHTS AND SKILLS

Key Roles played

- 3.5 years as Ops process improvement lead at HP
- 4 years as Transition and Transformation lead at HPE
- 3.5 years as Associate Manager HR operations at DXC for IHG client
- 1.5 years as Account Delivery Manager at DXC for IHG client
- 18+ years of work experience in HR Global Services in the BPO industry (HR operations and Projects)
- Six Sigma Green Belt Certified – 2008 (DMAIC methodology)
- Team managing: Managed team of Leads, sr. Process Analysts, HR Coordinators who manage the daily HR Operational activities and handling customer escalations in the process of Hire to Retire lifecycle of employees.